Student Complaint Policy and Process
Rushmore Business School aims to provide high quality services to our students. Unfortunately, things occasionally do go wrong and we need to be made aware when these happen so that we can respond and further improve our services. Complaints could be in any form, for example: in person, via email or phone call amongst others. All complaints received are dealt promptly, with fairness and are treated with confidentiality. By complaining, the student is not disadvantaged or treated less favourably.

The below flow chart better demonstrates the process:
Complaint received by student, either by phone or via email or in person. Same is sent/directed to the Head of Student Support Services (SSS)

- **Matter is resolved, thus no action is required**
- **Matter is unresolved or student was unsatisfied**

  - **Complaint is for Academic matters**
    - Head of SSS to direct matter to the Academic Director
      - Matter is solved, thus no action is required
      - Matter is unresolved
        - Academic Director takes a final decision
        - Head of SSS communicates the outcome to student (within 5 working days)
  
  - **Any other complaints (For example: Bullying, Management, Services or Personal Tutor, among others)**
    - Student to address a formal letter to the Director
      - Director takes a final decision
      - Director communicates the outcome to student (within 5 working days)

Matter is solved, thus no action is required